

# Equality Impact and Needs Assessment Form



## A) Description

Name of service, function, policy (or other) being assessed

Devon Libraries 21<sup>st</sup> Century Libraries Programme – Mobile Library Service Review

Directorate or organisation responsible (and service, if it is a policy)

EEC - Devon Libraries

Date of assessment (DD/MM/YY)

29/03/2010

Date next assessment due (3 years)

29/03/2013

Names and/or job titles of people carrying out the assessment

Liz Alexander – Operations Manager, Devon Libraries  
Katherine Charman – Project Manager, Mobile Library Review  
Sue Pargeter – Standards and Customer Projects Officer, Devon Libraries

Accountable person (e.g. Head of Service)

Ciara Eastell – Head of Libraries

Date EINA Form approved by accountable person (e.g. Head of Service)

3<sup>rd</sup> May 2010

1. What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

The Mobile Library Service is part of the network of service points provided by Devon Libraries. The mobile fleet currently stops at 1140 stops across Devon. Use of the service has declined by more than 40% over the past 10 years and there has been no comprehensive review of the service since 1997.

The overall objective of the project is to modernise the mobile library service in line with the modernisation of Devon's static libraries. The focus will be on rural service development for the libraries service, using the existing range of libraries services as effectively as possible, evaluating opportunities for new and innovative approaches to service delivery and ensuring that access to services by vulnerable groups is improved, taking into account the needs of vulnerable users and within the context of the cost efficiencies targeted.

The primary objective of the project is to agree substantial revisions to mobile library routes for implementation during 2010/2011, ensuring that the mobile library service reaches the people that need to use it as effectively as possible.

In order to achieve this objective the following will take place:

- Consultation with existing users and non users of the service, and with town and parish councils, will seek to identify each community's requirements for the mobile library service, and in particular, locations within each community which would suit a longer, centrally located stop.
- Based on the results of the consultation, a new service delivery framework will be developed and agreed.
- The service delivery hours for the service will be extended to cover a longer working day, with some late afternoon stops and Saturday service in some communities.
- All existing mobile library routes will be revised to reflect the agreed service delivery criteria and the extended service hours.
- Any vulnerable or house bound customers currently served by any mobile library stops that are being removed will be transferred to the Home Library Service (HLS) which is provided under a service level agreement with the WRVS.

Other key objectives for the project are to:

- Identify and cost alternative and innovative models of service delivery and identify appropriate communities in which such models can be piloted.
- Develop and agree a specification for a new vehicle design to meet the aspirations for a 21<sup>st</sup> Century mobile library service. (If funding is agreed it is envisaged that this new vehicle will be available for service during 2011). It is possible that this specification may include two levels or types of vehicle – a larger vehicle which will provide public access computers and space for other services and which will serve longer stops, and a smaller vehicle which could continue to serve the most rural stops. It is also possible that a vehicle could be targeted at specific groups of customer such as Children's Centres, residential homes, work places etc.
- Identify and cost an ICT solution which will support improved customer access to library services by providing live access to the library management system and the library catalogue, and potentially increase public access to broadband services in rural parts of Devon.
- Identify additional potential sources of funding for improvements to the services offered to rural communities (for e.g., improvements to vehicles, ICT connectivity through satellite broadband or fixed ADSL points, community outlets), possibly as a result of opportunities for shared service delivery with other partners.
- Develop and agree a new organisational structure for the Mobile Library Service, including the definition of new supervisory and line management relationships.

## 2. Location or any other relevant information

The mobile library service currently stops at 1140 different locations across Devon.

## 3. List any key policies or procedures to be reviewed as part of this assessment.

- Service delivery criteria for the mobile library service.
- Working procedures to be followed by the mobile library assistants.

## 4. Who is intended to benefit from the service, function or policy?

All residents of Devon and visitors to Devon who wish to access the service.

## 5. Who are the stakeholders? What is their interest?

- The general public, including current users of the mobile library service (service users)
- Mobile Library assistants and managers of the service (staff)
- WRVS (providers of Home Library Service)
- Town & parish councils
- DCC members
- Public & community transport providers.

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, outcomes of a scrutiny review. Please describe:

No

**B) Relevance – Note: if not relevant, do not complete this form**

Select **all** that apply:

		Scale of relevance	
7. Service or function that people use.	Y	Low	Section C applies
8. Discretion is exercised, or potential for people to experience different outcomes or level of satisfaction.	No	Medium	
9. Employment policy – where discretion is not exercised.	No	Medium	Sections C & E apply
10. Employment policy – where discretion is exercised (e.g. recruitment or disciplinary process).	No	High	
11. Concerns at a local, regional or national level of discrimination/inequalities.	No	High	
12. Major change such as the closure, removal or transfer of a service/provision.	Yes	High	
13. Community and regeneration strategies, local area agreements and organisational or directorate/partnership strategies/plans.	No	High	

Other:

State why it is relevant:

How relevant (high, medium or low?):

Mark 'X' to confirm which strands are relevant to the review:

Age	<input type="checkbox"/>	Disability	<input checked="" type="checkbox"/>
Gender (men and women)	<input type="checkbox"/>	Race/ethnicity	<input type="checkbox"/>
Trans-gender	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	Other (state below)	<input type="checkbox"/>

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Travellers and gypsies – people with no fixed address may need to be able to return books anywhere e.g., borrow from a mobile, return to a static and vice versa.

**C) Information**

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

- Limited data from Place Survey
- Usage data on current stops – last updated November 2009

- Results of public consultation carried out January – March 2010
- Results of information sharing with other authorities & review of best practice – March – April 2010
- Community transport information

## D) Assessment

### 15 Describe any NEGATIVE impacts (actual or potential):

Strand/community	Impact ( <i>how they may be affected</i> ). Include assessment of risk ( <i>likelihood and severity</i> ).
All users	May have to travel further to use library services – this risk will be mitigated by identifying opportunities for greater use of public and community transport.
Disabled or housebound users	May have to travel further to use library services – this risk will be mitigated by increasing access to Home Library Service & identifying opportunities for greater use of public and community transport.
Travellers and gypsies	People with no fixed address may need to be able to return books anywhere e.g., borrow from a mobile, return to a static and vice versa. Currently a separate membership ticket is required due to the way the Library Management System is set up – these ICT restrictions would need to be overcome.

### 16 Describe any POSITIVE impacts:

Strand/community	Impact ( <i>how they may be affected</i> )
All users	Improved access to library services through longer, better located stops, available into the late afternoon & on Saturdays.
	Improved customer service through improvements in ICT infrastructure (access to library catalogue & library management system, Internet access)
Housebound users	Improved service through increased access to Home Library Service.

### 17. Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):

Strand/community	Why there is 'no differential impact'
All users	Some stops will remain unchanged.

## E) Consultation

18 Did you carry out any consultations? *Required where relevance is High.*

YES

19 Who was consulted? Include your findings in 15, 16 and 17 above.

Members of the public, town & parish councils.

Some further consultation will take place with Focus Groups in communities where longer or Saturday stops are planned.

20 Describe other research, studies or information used to assist with the assessment and include your findings above:

- Results of information sharing with other authorities & review of best practice – March – April 2010

## F) Conclusions

	<b>Action/objective/target OR Justification</b>	<b>Resources required</b>	<b>Timescale</b>	<b>I/R/S/O</b>
a)	Further consultation with Focus Groups in communities where longer stops are planned.	Project management, service management, facilitation	Summer 2010	I
b)	Report with recommendations to be taken to Cabinet in June 2010	Service management, project management	9 June 2010	R
c)	Publicity and communications strategy to be agreed	Service management, project management	May 2010	I
d)	Devon Libraries SMT to consider implementation of a single membership ticket for mobile and static libraries.	Service management	May 2010	R

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report\*.

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)\*\*